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User Guide
Remote Workplace to VDI Using RSA

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1 Overview

As mandated by the Homeland Security Presidential Directive 12 (HSPD-12), Office of Management and Budget (OMB) M 11-11, and Department of Energy (DOE) O 206.2, Office of the Chief Information Office (OCIO) Energy IT Services (EITS) has deployed hardware, software, and configuration changes that enable EITS customers to log on to their computers with their HSPD-12 credentials.

The implementation of virtual desktops also falls under the HSPD-12 directive. Personal identity verification (PIV) authentication is integrated in the virtual desktop infrastructure (VDI) design and implementation. VDI is accessible from DOE internal trusted EITS zero-clients, laptops, and conventional desktops. The equipment provided by DOE is also known as government-furnished equipment (GFE). VDI can also be securely accessed from external clients over the Internet, which is one of the great benefits of VDI technology.

As a remote VDI user, you must also authenticate your identity with your PIV card per the HSPD-12 directive. In certain cases where the HSPD-12 credential cannot be used, an RSA token is the alternative form of two-factor authentication for external VDI users.

2 Citrix Receiver

DOE Citrix Workplace is a tool within the Remote Access Services provided by the Office of the CIO (OCIO) that allows customers to access approved DOE applications and data that would normally be accessible only while at DOE. To access VDI/Workplace remotely, the Citrix Receiver application must be installed on your computer. Listed below are the requirements to run Receiver.

2.1 Citrix Receiver Requirements
- An EITS enterprise account.
- A PIV card or an RSA token supplied by the EITS Service Desk. Please contact the EITS Service Center at 301-903-2500 to coordinate pickup of your RSA token.
- A computer with an Internet connection and a suitable web browser. (Windows- or MacBook-compatible).

2.2 Update Citrix Receiver
The latest Citrix Receiver versions are version 4.1 for Windows and 11.8.2 for MacBooks. Citrix Receiver automatically replaces many previous versions of Citrix Receiver and the Citrix online plugins. Some versions must be removed manually before installing the most recent version of Receiver. If you have a version that must be manually removed, a dialog box will be displayed when you perform the steps for installation.

> Setup cannot continue because this version of Receiver is
> incompatible with a previously-installed version.

If this message is displayed, you must uninstall the previous version of Citrix Receiver. From the Windows control panel, go through the download and install process again .

2.3   Install Citrix Receiver

2.3.1   Installation Instructions for Windows

1. Open Internet Explorer or Chrome.
2. Type HTTP://RECEIVER.CITRIX.COM
3. Follow the instructions to download and install Citrix Receiver. If you get a message that says you cannot continue due to compatibility, read the paragraph above for guidance.
4. When Citrix Receiver is downloaded, close the download window.

2.3.2   Installation Instructions for Mac

1. The latest version of Citrix Receiver can be downloaded from HTTP://RECEIVER.CITRIX.COM
2. Once the download is complete, look for the downloaded file: CitrixReceiverWeb.dmg.
3. Double-click file until the Installer window appears. Select the Install Citrix Receiver.pkg.
4. When the Citrix Receiver Installer window displays, select Continue.
5. A software license agreement window displays. Select Continue and follow the prompts to agree to the terms of the installation.
6. At the prompt, enter your local account password to finish the installation.

Once the installation is complete, the following message displays: The Installation was successful. Now, you are ready to connect to your remote desktop account.

3 Log on to Remote VDI/Workplace with RSA

1. In the web browser, type HTTPS://MYDESKTOP-TEST.DOE.GOV/CIO/VIRTUAL-DESKTOP-INFRASTRUCTURE-VDI and press [Enter].
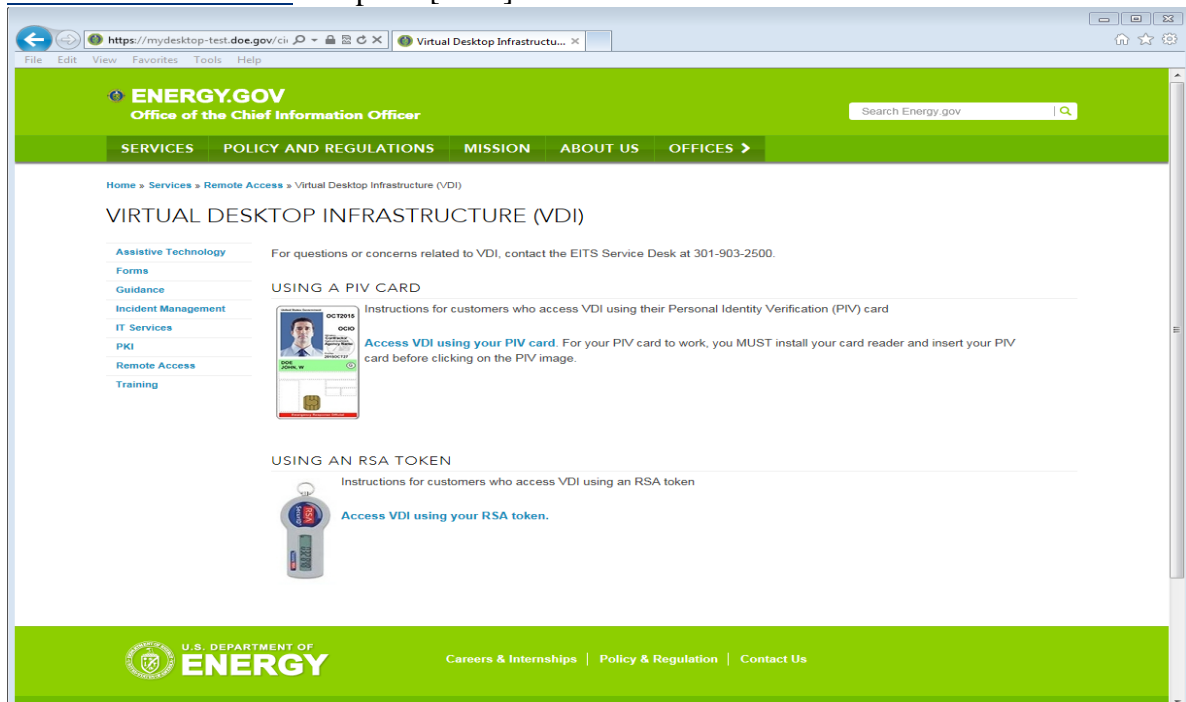
2. Select Access VDI using your RSA token to go to the RSA logon page. Complete the following fields.
   a. Username: DOE desktop username
   b. Password: DOE desktop password
   c. RSA Token: PIN+RSA token number.

3. Select Log On. A list of desktops is displayed.

   - If you have one desktop, it auto-launches.
   - If you have more than one desktop, select the desktop from the list to launch it.

4. When the desktop has launched, the message Connecting...displays.
5. Once connected, the DOE Security Banner is displayed. Press [OK] to continue. Your logon credentials are passed through to your VDI/Workplace session.

   When the desktop session starts, a window may be displayed stating that your desktop is attempting to use your microphone and webcam. Select one of the following options:
   - **No access:** Select this option if you do not want your desktop to permit use of these devices.
   - **Permit use of these devices:** Select this option if you want your desktop to use these devices.

- **Check box:** If you do not want to see this message again, check the box Do not ask again for this virtual desktop if you do not want to continue to be prompted for these settings.
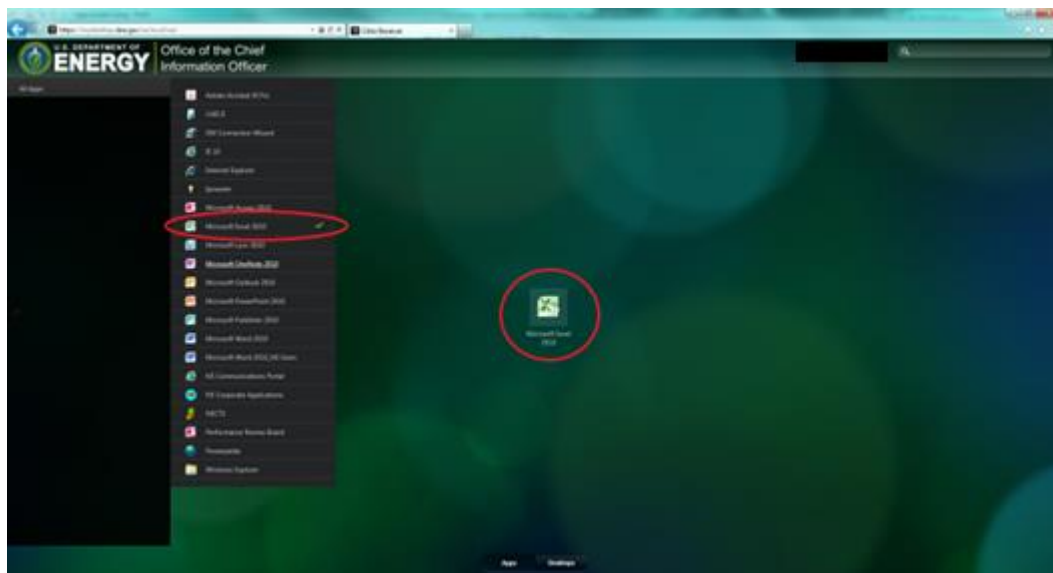
You are now be logged onto the VDI/Workplace desktop.

4 Add Applications to the Workplace Only

Select the Apps tab at the bottom of the screen, then select **+** on the center-left side of the screen.

In the next screen, select All Apps in the upper-left corner of the screen to display the applications.

Select the applications from the list to be displayed on your screen. Select an icon to open it.

5   Session Inactivity in VDI/Workplace

If your screen has been inactive in the browser, a neutral screen displays a message that states your session has been timed out due to inactivity. This does not mean that you have been logged out of the application or the desktop. Select [Log On] to return to your session.

6   Session Logged Out in VDI/Workplace

If the session inactivity message is displayed for 5 minutes, a neutral screen displays a message that states you have been inactive and will be timed out. A timer displays a countdown from 5 minutes. This does not mean that you have been logged out of the application or the desktop. Press [Refresh]. The session asks you to enter your credentials, and your session is displayed.